



Heraeus  
at your fingertips.

### shop.heraeus.com – The Platform for Managing Your Orders



**Set your own schedule**  
Review your order information when you need it. Your order details and the corresponding product information is now available 24/7 at your fingertips.



**Work more efficiently**  
Access your orders (old and new) through the order history functionality.



**Follow your PO from order to shipment**  
Access all the documents for your order (order confirmation, delivery note, invoice) in one place. View your order status or track your shipment using the real-time tracking feature.

### myHeraeus.com – Your Platform for Advanced Precious Metals Services



**Advanced precious metals handling**  
Manage all your precious metal activities via myHeraeus.com. Check your precious metal activities and confirm your balance with a single click.



**Digitalized recycling processes**  
Manage all the steps of the recycling process digitally. Submit orders using the guided questionnaire and view the status of the recycling orders real-time.



One click to your orders  
shop.heraeus.com

## Order information – access your order history anytime you want

The order history provides you with easy access to all the important order information

➤ **Shipment tracking**  
Direct link to our logistic partners' tracking information.

➤ **Order documentation**  
Order & shipment documents are accessible in one location.

➤ **See all your orders at a single glance**  
See who placed the order and when, access the order details and check its current status.

➤ **Line item transparency**  
Orders with multiple scheduled deliveries can be viewed by date and individual line item status can be checked.

➤ **Transparent pricing structure**  
Precious metal price, fabrication price, additional charges, currency and payment terms broken down for easy review.

Order ID	Your order reference	Details	Order Status	Date of Order	Total
235667	HECP-10334/5-6	Ordered offline by Max Mustermann	Placed	Mar 11, 2021	€72.82
235668	HECP-10334/5-5	Ordered online by Linda Hill	In progress	Mar 11, 2021	€72.82
235665	HECP-10334/5-4	Ordered offline by Max Mustermann	In progress	Mar 11, 2021	€72.82
235664	HECP-10334/5-3	Ordered online by Linda Hill	Shipped	Mar 11, 2021	€72.82
235663	HECP-10334/5-2	Ordered offline by Max Mustermann	Placed	Mar 11, 2021	€72.82
235662	HECP-10334/5-1	Ordered offline by Linda Hill	Placed	Mar 11, 2021	€72.82

Info at a glance  
e.g. references,  
payment terms

Payment terms

Delivery date

Logistics  
tracking information

Line item  
transparency  
with schedule,  
including status  
and delivery date

Detailed order  
documents

MY ORDERS | ADDITIONAL SERVICES | PRODUCT CATEGORIES | FAQs

HOME / ORDER HISTORY / ORDER 47620

### Order Details

Order ID: 47620 | Payment Method: Invoice | Delivery Address: Test GmbH, Hauptstraße 70, 60584 Frankfurt, Germany | Payment Address: Test GmbH, Hauptstraße 70, 60584 Frankfurt, Germany

Your Order Reference: 00019757 | Total Net Amount: €93,891.02 | Order Status: Shipped | Date of Order: Oct 19, 2020 | Payment Term: within 8 days Due net

Current Order Status: Order placed → Order confirmed → Order in Progress → Order shipped

Pos.	Article	Price Type	Amount	Price/Unit	Total
0010	KARSTEDT Concentrate 20% sol. T3 LSAMP	Manufacturing	1,000 PC	€730.80 / ST	€730.80
Est. Delivery Date: Nov 5, 2020					
Order Status: Shipped					
Shipment Information: Tracking No.: #120787880029					
0020	KARSTEDT Concentrate 20% sol. T3 LSTDP	Manufacturing	10,000.000 g	€1.89 / g	€16,900.00
Est. Delivery Date: see below					
Order Status: Open					
Shipment splitting					
Amount / Unit	Est. Delivery Date	Status			
5,000.000 g	May 14, 2021	open			
5,000.000 g	May 20, 2021	open			
*Provisional weights and prices					
<a href="#">Back to overview</a>					

Questions?  
Contact us

Order status details

Precious metal &  
fabrication prices

Additional  
charges

Total price